

CL-11019648-5911

NHTSA ccmMercury Routing Slip

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Printed: 8/18/2017 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NHTSA #: ES17-002600**XREF #:****Delivery: HND****Rec'd Date: 8/18/2017****Doc Type: CNG****Address To:****Referred By: NOA 10****Doc Date: 8/16/2017****Due Date: 10/17/2017****S10 #:****DOT/I #:****RMP #:**

**Subject: LETTER FROM SENATOR BURR ON BEHALF OF CONSTITUENT [REDACTED] RE 2010
HONDA ODYSSEY THIRD ENGINE FAILURE PRIOR TO NOVEMBER 2017 FOR HONDA TO CORRECT
THE ISSUE**

Ack Date:**Sign Office: DEPUTY DIRECTOR,
GOVERNMENTAL AFFAIRS****Cleared Date:****File Loc:****Added By: CBUTLER x60180****Ack By:****Signature: ESSIE WAGNER****Cleared By:****XREF File:****Modified By: Chris. Butler****Signed For:****Cleared For:****Closed Date:****Most Recent Comment:****Author:**

THE HONORABLE RICHARD BURR
UNITED STATES SENATOR
2000 WEST FIRST STREET
SUITE 508
WINSTON-SALEM, NC 27104
Tel: 336 631-5125 Fax: 336 725-4493 E-mail:

AUG 23 2017

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-010	SIGN	8/18/2017		
NEF-010	REPLY	8/18/2017	9/18/2017	

RR
8-23-17
WD



UNITED STATES SENATOR ★ NORTH CAROLINA

RICHARD BURR

2000 West First Street ♦ Suite 508 ♦ Winston-Salem, NC 27104 ♦ Telephone (336) 631-5125 ♦ Fax (336) 725-4493

FACSIMILE TRANSMISSION (202) 366-2106**TO: Congressional Liaison****ORGANIZATION/AGENCY: NHTSA****DATE: 8/17/17****SUBJECT: Constituent Inquiry for [REDACTED]****NUMBER OF PAGES (including cover): 5 + cover****SENT BY:**☐ Beverly Gillon, Constituent Advocate**COMMENTS:**

Please see the attached information and provide an update on this case.

Thank you for your assistance with this matter.

Sincerely,

Beverly Gillon
Constituent Advocate

PLEASE NOTE: This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged and confidential. If the reader of this message is not the intended recipient or if you have received this facsimile message in error, please notify us immediately by telephone and return the original facsimile to us by U.S. Mail. Any dissemination, distribution or copy of this facsimile is strictly prohibited.

If you have trouble receiving this fax, please call (336) 631-5125

FS17-002600

RICHARD BURR
NORTH CAROLINA

United States Senate

WASHINGTON, DC 20510-3308
(202) 224-3154 FAX: (202) 228-2981

August 16, 2017

Mr. Jack Danielson
Acting Deputy Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
West Building
Washington, District of Columbia 20590-0001

Dear Mr. Danielson:

Enclosed is a copy of correspondence I have received from my constituent, [REDACTED] concerning his 2010 Honda Odyssey. I believe that you will find this letter to be self-explanatory.

[REDACTED] states that there must be a third engine failure prior to November 2017 for Honda to correct the issue. I would appreciate it if you would review the enclosed correspondence and provide me with any information that may be helpful to my constituent.

I am grateful for any assistance you may be able to provide in this matter.

Sincerely,



Richard Burr
United States Senator

RB:bg

☒ **Winston-Salem Office**
2000 West First Street
Suite 508
Winston-Salem, NC 27104
(336) 631-5125
Fax: (336) 725-4493
Toll Free: (800) 685-8916

☐ **Wilmington Office**
201 N. Front Street
Suite 809
Wilmington, NC 28401
(910) 251-1058
Fax: (910) 251-7975
Toll Free: (888) 848-1833

☐ **Rocky Mount Office**
100 Coast Line Street
Suite 210
Rocky Mount, NC 27804
(252) 977-9522
Fax: (252) 977-7902
Toll Free: (877) 703-2087

☐ **Asheville Office**
151 Patton Avenue
Suite 204
Asheville, NC 28801
(828) 350-2437
Fax: (828) 350-2439

☐ **Gastonia Office**
181 South Street
Suite 222
Gastonia, NC 28052
(704) 833-0854
Fax: (704) 833-1467



UNITED STATES SENATOR ★ NORTH CAROLINA

RICHARD BURR

2000 West First Street ♦ Suite 508 ♦ Winston-Salem, NC 27104 ♦ Telephone: (336) 631-5125 ♦ Fax: (336) 725-4493

PRIVACY ACT RELEASE FORM

The provisions of Public Law 93-579 (Privacy Act of 1974) prohibit the disclosure of information of a personal nature from the files of an individual without their expressed consent. Accordingly, I authorize Senator Richard Burr or any authorized member of his staff to access any and all of my records that relate to the problem stated below.

FEDERAL AGENCY OR DEPARTMENT: Please specify the name of the Federal Agency or Department involved in the space provided below:

National Highway Traffic Safety Administration

PLEASE PRINT ALL INFORMATION CLEARLY:

Circle Preferred Title: Mr. Ms. Mrs. Dr. Other: _____

Name: _____

Date of Birth: _____

Address: _____

County: _____

City: _____

State: _____

Home Phone: _____

Work Phone: _____

Mobile Phone: _____

Fax: _____

Email Address: _____

Social Security Number: _____

Claim Number: N/A

SIGNATURE: _____

DATE: August 15, 2017

Please list other individuals with whom you authorize the release of information on your case:

Name: _____

Relationship: _____

Name: _____

Relationship: _____

NATURE OF PROBLEM: Please provide a complete statement on the reverse side of this form regarding the nature of the problem and the assistance needed from the office of Senator Richard Burr. Please attach copies of any additional pertinent documents.

Please return form to:

Senator Richard Burr

217 Russell Senate Office Building

Washington, D.C. 20510

BG

July 17, 2017

[REDACTED]
Matthews, NC
[REDACTED]

Richard Burr
217 Russell Senate Office Building
Washington, DC 20510

Re: Inaction on Honda for Service Bulletin 13-080

Dear Senator Burr:

First, thank you for all you do for the state of North Carolina.

Please see the attached letters and invoices that describe an engine-related issue on our 2010 Honda Odyssey.

As you see in the letter, Honda has acknowledged the issue via Service Bulletin 13-080, but has randomly designated a date (November, 2017) in which the engine must fail two times before fully addressing the engine defect. It is important to note that the same spark plug (#1) has indeed fouled on two occasions, but on the first occasion, we failed to meet the recommendation of Honda that it must be serviced by a certified Honda mechanic.

Union Honda (Union County, NC) notified me that if the engine does not fail yet again - on a third occasion (for the same engine defect) prior to November, 2017, the problem will not be fixed unless I pay for it. This, of course, is significant engine repair and would be a major expense.

My family and I are respectfully requesting that the state of North Carolina makes a formal request to Honda to rectify this issue, rather than having us wait for another engine problem to occur; or worse, having the deadline expire before the issue is addressed.

Thank you for your attention on this matter.

Sincerely,

[REDACTED]

July 17, 2017

[REDACTED]
Matthews, NC
[REDACTED]

Bruce T. Smith
Senior Vice President, Parts, Service, Technical, Export & Auto Operations
1919 Torrance Boulevard
Mail Stop: 500 - 2N - 7A
Torrance, CA 90501-2746

Re: Not receiving appropriate action for our 2010 Honda Odyssey and Service Bulletin 13-080

Dear Mr Smith:

This letter is a follow-up to my January, 2017 letter (enclosed) to you regarding our 2010 Odyssey. As you are aware, Bulletin 13-080 suggests piston cleaning and ring replacement, but only after a spark plugs fouls for the third time *and* that each of the first two repairs are addressed by a certified Honda mechanic.

To be clear, the same plug (#1) has fouled on two different occasions; however, not being aware of the Bulletin until a later date, the first time it was serviced by our local mechanic (see December 3, 2015 invoice), while the second time the car was serviced by a Honda mechanic (May 27, 2016). Our concern, however, is that the deadline to fully address Service Bulletin 13-080 (clean the pistons and replace the rings, etc.) is quickly approaching - November, 2017. It does not seem rationale nor is it sound business practice for Honda to recognize this issue via a Bulletin, but yet place a deadline on a repair that it inevitable but unpredictable.

Since the plug has met the requirement of fouling for the required two times, we are again requesting that service on the vehicle be granted immediately.

Please note that in the time that the spark plug was replaced for the first time in May, 2016, the vehicle has consumed 1-2 quarts of motor oil per month. As you may recall, the car is my wife's everyday vehicle and I am concerned about her safety as well as our four children ([REDACTED]). We are confident that Honda is loyal and honest to its customers, as well as concerned about consumer safety, and thus will rectify the problem upon receipt of this letter.

Thank you for your attention on this matter.

Sincerely,

[REDACTED]

The following have been Cc'd on this matter:

Tom Tillis, United States Senator (State of North Carolina)
Richard Burr, United States Senator (State of North Carolina)
Robert Pettinger, United States Congressman, 9th district (State of North Carolina)
Better Business Bureau, Town of Matthews, NC
Bill McGinty, consumer investigations, WCNC - NBC TV Charlotte

January 5, 2017

[REDACTED]
Matthews, NC
[REDACTED]

Bruce T. Smith
Senior Vice President, Parts, Service, Technical, Export & Auto Operations
1919 Torrance Boulevard
Mail Stop: 500 - 2N - 7A
Torrance, CA 90501-2746

Re: Our 2010 Honda Odyssey and Service Bulletin 13-080

Dear Mr Smith:

This letter is to request service for our 2010 Odyssey per Bulletin 13-080 regarding piston cleaning and ring replacement.

We followed the recommended procedure of replacing the affected number one spark plug and update PCM software after the Check Engine light illuminated, all of which coincided with poor vehicle performance. As you can see from the invoice, the work was done on 5/27/16. We were told that once the spark plug fouls a second time, that the piston cleaning and ring replacement would be completed.

We are requesting, however, that service on the vehicle be granted immediately.

Since the spark plug was replaced in May, 2016, the vehicle has consumed 1-2 quarts of motor oil per month. The spark plug can foul at any time causing the car to perform poorly and/or erratically. Most important, the car is my wife's everyday vehicle and I am concerned about her safety as well as our four children ([REDACTED]). We are confident Honda is alarmed with any safety matters and would not desire to put any of its vehicles' passengers in unnecessary danger. Therefore, we ask that the service be provided to rectify the problem, and avoid waiting for the spark plug to foul again.

Please note from the other invoice that a fouled plug (number one) has actually been replaced on two occasions – the first time from a non-certified Honda dealer.

Thank you for your attention on this matter.

Sincerely

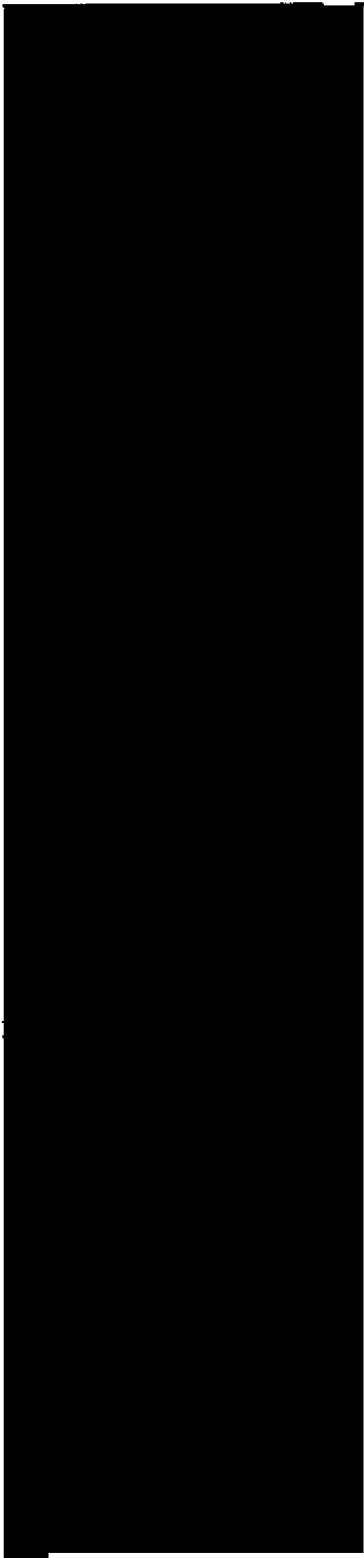
[REDACTED]

Fax Job Log

MFD-FAX

Thursday, 08-17-2017 15:02

1234567890

Action	Date	Time	Job #	Length	Fax Name/Number	Pages	Status
RECV	11-07-2016	13:58	00001	1:41		2	OK
PRNT	11-07-2016	13:58				2	OK
RECV	11-09-2016	10:11	00002	0:52		1	OK
PRNT	11-09-2016	10:11				1	OK
RECV	11-10-2016	13:50	00003	0:31		1	OK
PRNT	11-10-2016	13:50				1	OK
RECV	11-11-2016	09:46	00004	0:31		1	OK
PRNT	11-11-2016	09:46				1	OK
RECV	11-14-2016	09:48	00005	0:51		1	OK
PRNT	11-14-2016	09:48				1	OK
RECV	11-15-2016	00:54	00006	1:06		1	OK
PRNT	11-15-2016	00:54				1	OK
SCAN	11-15-2016	15:53				8	OK
SEND	11-15-2016	15:54	00007	3:00		8	OK
RECV	12-13-2016	11:05	00008	2:25		5	OK
PRNT	12-13-2016	11:05				5	OK
RECV	12-21-2016	14:57	00009	0:27		1	OK
PRNT	12-21-2016	14:57				1	OK
RECV	01-05-2017	13:49	00010	2:31		5	OK
PRNT	01-05-2017	13:49				5	OK
RECV	01-10-2017	14:29	00011	0:43		1	OK
PRNT	01-10-2017	14:29				1	OK
RECV	01-10-2017	15:36	00012	0:30		1	OK
PRNT	01-10-2017	15:36				1	OK
RECV	01-18-2017	09:37	00013	0:31		1	OK
PRNT	01-18-2017	09:37				1	OK
RECV	01-19-2017	13:15	00014	0:41		1	OK
PRNT	01-19-2017	13:15				1	OK
RECV	01-25-2017	11:01	00015	0:27		1	OK
PRNT	01-25-2017	11:01				1	OK
RECV	01-26-2017	09:59	00016	0:38		1	OK
PRNT	01-26-2017	09:59				1	OK
RECV	01-26-2017	12:48	00017	1:35		3	OK
PRNT	01-26-2017	12:48				3	OK
RECV	02-01-2017	09:27	00018	0:26		1	OK
PRNT	02-01-2017	09:27				1	OK
RECV	02-01-2017	17:37	00019	1:13		1	OK
PRNT	02-01-2017	17:37				1	OK
SCAN	02-06-2017	15:49				5	OK
SEND	02-06-2017	15:49	00020	2:16		5	OK
SCAN	02-06-2017	15:50				5	OK
SEND	02-06-2017	15:52	00021	2:04		5	OK
SCAN	02-07-2017	15:42				3	OK
SEND	02-07-2017	15:42	00022	1:16		3	OK
RECV	02-15-2017	17:39	00023	0:46		1	OK
PRNT	02-15-2017	17:39				1	OK
RECV	02-23-2017	10:31	00024	0:27		1	OK
PRNT	02-23-2017	10:31				1	OK
RECV	02-28-2017	09:40	00025	0:24		1	OK
PRNT	02-28-2017	09:40				1	OK
RECV	03-22-2017	10:30	00026	0:55		1	OK
PRNT	03-22-2017	10:30				1	OK
RECV	03-24-2017	05:50	00027	2:01		3	OK
PRNT	03-24-2017	05:50				3	OK
RECV	04-03-2017	18:03	00028	1:51		2	OK
PRNT	04-03-2017	18:03				2	OK
RECV	04-05-2017	11:35	00029	0:43		1	OK

Fax Job Log

MFD-FAX

Thursday, 08-17-2017 15:02

1234567890

Action	Date	Time	Job #	Length	Fax Name/Number	Pages	Status
PRNT	04-05-2017	11:35				1	OK
RECV	04-18-2017	17:53	00030	1:51		2	OK
PRNT	04-18-2017	17:53				2	OK
RECV	04-25-2017	16:27	00031	1:51		2	OK
PRNT	04-25-2017	16:27				2	OK
RECV	04-27-2017	10:57	00032	0:39		1	OK
PRNT	04-27-2017	10:57				1	OK
RECV	05-03-2017	10:41	00033	0:33		1	OK
PRNT	05-03-2017	10:41				1	OK
RECV	05-10-2017	09:41	00034	0:34		1	OK
PRNT	05-10-2017	09:41				1	OK
RECV	05-11-2017	12:35	00035	1:24		9	OK
PRNT	05-11-2017	12:35				9	OK
RECV	05-12-2017	15:01	00036	0:53		3	OK
PRNT	05-12-2017	15:01				3	OK
RECV	05-15-2017	13:10	00037	1:11		1	OK
PRNT	05-15-2017	13:10				1	OK
RECV	05-24-2017	13:42	00038	0:27		1	OK
PRNT	05-24-2017	13:42				1	OK
RECV	05-24-2017	17:45	00039	1:08		3	OK
PRNT	05-24-2017	17:45				3	OK
RECV	06-01-2017	12:01	00040	0:32		1	OK
PRNT	06-01-2017	12:01				1	OK
RECV	06-17-2017	11:38	00041	2:08		1	OK
PRNT	06-17-2017	11:38				1	OK
RECV	07-13-2017	14:32	00042	1:12		1	OK
PRNT	07-13-2017	14:32				1	OK
SCAN	07-17-2017	09:53				4	OK
SEND	07-17-2017	10:10	00043	0:00		0	Busy
SCAN	08-03-2017	09:57				2	OK
SEND	08-03-2017	09:57	00046	0:21		2	OK
SCAN	08-03-2017	09:55				2	OK
SEND	08-03-2017	10:09	00044	0:00		0	CANCELED
SCAN	08-03-2017	09:56				2	OK
SEND	08-03-2017	10:10	00045	0:00		0	CANCELED
RECV	08-08-2017	10:45	00047	0:43		1	OK
PRNT	08-08-2017	10:45				1	OK
RECV	08-13-2017	16:41	00048	1:15		1	OK
PRNT	08-13-2017	16:41				1	OK
RECV	08-15-2017	14:07	00049	0:29		1	OK
PRNT	08-15-2017	14:07				1	OK
RECV	08-17-2017	15:01	00050	0:59		6	OK
PRNT	08-17-2017	15:01				6	OK

Total Pages: 204

Total Time: 51:32

Number of Errors: 3